

Business Name

Consumer Information	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information
Name: BETH IRWIN		Assigned To: PAMELA DUCK
Business Name:		Entered By: PD
Svc Address: 10418 MARBLE EGRET DR S		Date: 09/04/2001
		Time: 16:14
County: Duval Phone: (904)-880-4026	Utility Information	Via: E-TTRANSFER
City/Zip: Jacksonville / 32257-	Company Code: TL720	Prelim Type: DELAY IN
Account Number: 904-880-4026	Company: BELLSOUTH TELECOMMUNICATIONS,	PO:
Caller's Name: BETH IRWIN	Attn.	Disputed Amt: 0.00
Mailing Address: 10418 MARBLE EGRET DR S	Response Needed From Company? N	
	Date Due: 09/04/2001	Supmntl Rpt Req'd: / /
	Fax: R	Certified Letter Sent: / /
		Certified Letter Rec'd: / /
City/Zip: JACKSONVILLE ,FL 32257-	Interim Report Received: / /	
Can Be Reached: (904)-880-4026	Reply Received: / /	Closed by: pd
E-Tracking Number: 0001039	Reply Received Timely/Late: T	Date: 09/04/2001
	Informal Conf.: N	Closeout Type: GI-02
		Apparent Rule Violation: N

WARM TRANSFER Customer sent the following e-mail: "TRACKING NUMBER - 0001039 September 04, 2001

CUSTOMER INFORMATION

Account Number: 904.880.4026 and 904.880.5529
Business Account Name:
Name: Beth Irwin
Address: 10418 Marble Egret Dr. S
City: Jacksonville
State: FL
Zip: 32257
County: Duval
Evening Phone: () - ext.

Business Name

Daytime Phone: (904) 880-4026 ext.
E-mail: irwin@fdn.com
Contact By: Telephone

SERVICE ADDRESS

Business Account Name:

Name: Beth Irwin

Address: 10418 Marble Egret Dr. S

City: Jacksonville

Zip: 32257

County: Duval

Evening Phone: () - ext.

Daytime Phone: (904) 880-4026 ext.

E-mail: irwin@fdn.com

COMPLAINT INFORMATION

Company Name: BellSouth Telecommunications, Inc / Local Service Provider

Utility Type: Telecommunications

Did customer previously contact the utility?: No

If Yes, the customer spoke with:

Date the customer contacted utility:

Did customer previously contact the PSC?: No

If Yes, the customer spoke with:

Date the customer contacted PSC:

PROBLEM INFORMATION

Problem Type: Delay in Service

Date service was to begin: 09/01/2001

Comments: On 20 July 2001, I signed up for Bell South's Fast Access DSL service. The representative was Eric Johnson. He had been very helpful and knowledgeable about my options, so I signed up for the Complete Choice plan on my home phone number in order to get the lower cost of \$30 for the package on that line [904]880-4026 as well as the discounted \$45 DSL as opposed to \$49.99 per month. The Complete Choice package was to be switched on that Wed, July 22nd, which it was. We confirmed that my line was able to accept DSL and the outside work was to be done around the first of the month [1 Sep 01], with the internal modem to be sent to me

Request No. 402126T

Name IRWIN ,BETH MS.

Business Name

within a week after the outside line box conversion. Since that time, I've received two phone calls, one on an 800 number from the corporate office and another from the presumably local service center telling me that a switching center has to be constructed for my area and that installation will be delayed until 14 September 2001. Since tha!

t time, I've received calls from their sales center wanting to sign me up for DSL service!

To add insult to injury, by splitting my second fax number to separate billing - a REQUIREMENT by Bell South since I did not require the Complete Choice on a fax line, I not only receive two separate bills, but they also broke up my AT&T Personal Network, thus losing the cheaper long distance rates on the second fax line [904]880.5529. AT&T informs me that they cannot return the fax line to my Personal Network, where I was getting 7 cents a minute in the continental US and 10 cents for faxes to the UK, 22 cents for faxes to Germany. Due to Bell South separating the lines and billing the fax as a second and new account to my house, the best I can do without paying a monthly fee to AT&T is 17 cents a minute for in country. An overseas fax would run \$1.95 for the first minute to Germany with similar exorbitant rates after that. Bell South is of the opinion this is AT&T's problem [and announces it's passing thru a \$1.95 charge on AT&T long distance]. AT&T informs me it is at the!

mercy of the local phone company's billing practices and cannot bundle the new and separately billed account [even tho' it's the same number I've had for 5 years and still plugs in all the same places] and would have to charge me a monthly fee to get the same level of service I was getting as part of my Personal Network service [a now obsolete deal that I remain grandfathered in with]. All I know is I have NO DSL from Bell South after going through all this and have lost an inexpensive level of service, all because I tried to upgrade.

Additionally, there is NO competition for this. When I called other services, such as Florida Digital Network, my current dial in ISP, I am informed that they all have to lease the equipment from Bell South, receive only the information Bell South wishes them to have [they had no knowledge that a switching center was going to have to be constructed] and are more expensive because of the fees Bell South charges them.

I believe I, the consumer, am being harmed by Bell South's sales of service they cannot provide and their anti competition practices against the long distance providers. Please assist." pduck